

Clarification of Pre-Bid Queries for Selection of agency for Industry standard DBA Support of Oracle Database with RAC**Tender ref: OCAC-NEGP-MNT-0001/2014/ 20003, Dt: 05/02/2020**

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of Clarification	Firm Name	Clarification by OCAC
1	Page-9, Sec-1.3, Sl. A.(c)	ORACLE DBA Certified resources 5 Numbers of resources-7 Marks More than 5 resources-10 Marks Photocopies of Oracle DBA certificates must be attached for verification.	Please amend: ORACLE DBA Certified resources 1. Numbers of resources-7 Marks 2. resources-10 Marks Photocopies of Oracle DBA certificates must be attached for verification.	E-Square	No change
2	Page-9, Sec-1.3, Sl. A.(d)	5 point for each successfully completed project – up to 6 projects	We request you to kindly amend as: 10 point for each successfully completed project – up to 3 projects	E-Square	Page-9, Section-1.3 Technical Scoring Pattern, Point No (d)- Evaluation Criteria may be read as follows. "10 Points for each successfully completed project-up to 3 numbers of projects"

3	Scope of work / contract (P 27)	The bidder is required to provide such services, support and infrastructure as necessary, during the term of this Contract,	Need Clarification on the infrastructure of PC/ Laptop/ Licenced Software to be procured for the contract period.	UTITSL	<p>Page-27, Section-4.4-Scope of Work/contract, Point No-II may be read as follows.</p> <p>"Odisha Computer Application Centre, Odisha will engage the bidder for industry standard DBA support for Oracle database with RAC at Odisha State Data Centre. The bidder is required to provide such services, support and infrastructure as necessary either in In-Premises or in remote as per the nature of the criticality, during the term of this Contract, and includes all such processes and activities which are consistent with the proposals set forth in the Bid, the Tender and this Contract and are deemed necessary by the Odisha Computer Application Centre, in order to meet its business requirements (hereinafter 'scope of work')."</p>
4	Duration of the contract (P 27)	The CONTRACT shall remain valid for a period of One Year from the date of Signing the Contract. However, the contract is extendable for a period of another two years based on the	Need Clarification on Number of Oracle DBA to be deployed for the contract period.	UTITSL	Clarified in Point No -3

		satisfactory performance of the vendor.			
5	Need Clarification on Number of Oracle DBA to be deployed for the contract period.	(e) The bidder should have a minimum strength of 50 IT professionals (having B. Tech/MCA or higher) in its pay roll. 10% of the minimum strength must have Oracle DBA certification. The bidder should submit copy of EPF return statement as documentary evidence along with Name of the employees, Oracle DBA certification number. Photocopies of the certificates must be attached for verification.	We request you to please change this clause as "The bidder should have a minimum strength of 50 IT professionals (having B. Tech/MCA or higher) in its pay roll." and Bidders must have DBA on their payroll. Self-certification for the same is required " because putting 10% of employee strength varying and if any bidders has strength more than 500 then they must have 50 Certified DBA on their payroll.	Xtranet	Page No-7, Section-1-Eligibility Criteria, Point (e) may be read as follows. "The bidder should have a minimum strength of 50 IT professionals (having B. Tech/MCA or higher) in its pay roll. Five no's of IT professionals must have Oracle DBA certification. The bidder should submit copy of EPF return statement as documentary evidence along with Name of the employees, Oracle DBA certification number. Photocopies of the certificates must be attached for verification."
6	Page- No. 14 Clause 2.1.1.6 Reporting	The bidder shall provide reports pertaining to Oracle database with RAC on monthly basis. The minimal reports to be submitted by the bidder are	Please Specify is there any reporting tool deployed pertaining to Database performance monitor & incident management system. This is required to pull the weekly/ monthly/ yearly report as per requirement.	Xtranet	Page- No. 14 Clause 2.1.1.6 Reporting may be read as follows. "The bidder shall provide reports pertaining to Oracle database with RAC on monthly basis. The bidder may deploy or use scripts to extract reports from cluster DB and its utilisation.

7	Page- No. 14 2.2 Service Level Agreement & Uptime	Oracle set-up Uptime Production	Server Uptime dependent to network fluctuation /power outage /etc. As bidder scope to manage the DBA service only apart from server /network administration. So if Uptime not meet due to cause as mentioned, so please give relaxation on the same.	Xtranet	No change
8	Page - 11 Clause 2.1.1.1 Services Coverage	24 x 7 Support requirement (through web/call/mail/remote session) to resolve any issues arising in SDC Oracle set-up.	Please Confirm 24 x 7 Support requirement through web /call/ mail/ remote session only or bidder need to deploy dedicated manpower on premises	Xtranet	Page - 11 Clause 2.1.1.1 Services Coverage may be read as follows. "24 x 7 Support requirement (through web/call/mail/remote session/In-Premise support as per nature of criticality) to resolve any issues arising in SDC Oracle set-up."
9	Page -13 Clause 2.1.1.5 Implementation Support	Implementation Support	As Bidder scope is limited to DBA activity so any kind of OS Server / Network / Storage admin support will be taken care by OCAC.	Xtranet	Page -13 Clause 2.1.1.5 Implementation Support, the following point is hereby amended. "The successful bidder must have to manage the ORACLE DBA cluster configured on IBM power series server having AIX OS."

10	Eligibility Criteria	The bidder must be an ISO 9001 and SEI-CMMi 3/5 certified company and the certificate needs to be valid till the last date of bid submission of bid.	We Caritor solution is an ISO 9001:2015 and ISO 27001:2013 certified which is equivalent to CMMi3 certification and even for few tenders we have submitted & qualified for the technical round with ISO 9001:2015 and ISO 27001:2013 certification. Hereby kindly consider our ISO certification for the technical qualification.	Caritor	<p>Page No-7, Section-1-Eligibility Criteria, Point (c) may be read as follows.</p> <p>"The bidder must be an ISO 9001 and SEI-CMMi 3/5 or ISO 27001 certified company and the certificate needs to be valid till the last date of bid submission."</p> <p>Page No-9,Section-1.3-Technical Scoring Pattern , Point No-(b)- Evaluation Criteria may be read as follows.</p> <p>"ISO 9001-3 Marks ISO 27001/CMMi L3/CMMi L5 - 7 Marks "</p>
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The bid submission date has been extended till 12/03/2020. Subsequently revised timings are as follows:

Last date for submission of bid documents	12/03/2020 , 5:00 PM	OCAC
Opening of General & Technical Bid	13/03/2020 , 3:00PM	At Conference Hall, OCAC